

**National Library of Medicine
Preservation and Collection Management Section**

AUDIOVISUAL DUPLICATION SERVICES

STATEMENT OF WORK

For 2013 award
5/28/2013

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Audiovisual Duplication Services Statement of Work

The National Library of Medicine (NLM) is a federal agency that is part of the National Institutes of Health (NIH) and is located in Bethesda, MD. NLM makes copies of audiovisuals for preservation purposes. NLM assumes responsibility for ensuring that materials sent for duplication are not subject to copyright restrictions. Most of the materials to be duplicated are 16mm motion picture films and ¾" U-Matic videotapes. The physical condition of some originals is good; however, the condition of others is fair to poor. Copies produced under this contract are the property of NLM.

All work shall be performed at the vendor's facility. The schedule of delivery will be determined at the time of the award. **NLM anticipates awarding a base year (8/1/2013 – 7/31/2014) and 2 option years (12 months each).**

I. FILM-TO-VIDEO TRANSFER

A. Preventing damage

1. Staff requirements. Only skilled technicians with experience in handling historical motion pictures may inspect, repair, treat, or duplicate NLM films.
2. Handling. Handle film carefully at all times. Take special care with shrunken or brittle film. Be sure hands are clean and free of lotion. Touch only the edges of the film. When inspecting film on manual rewinds and performing spot cleaning or repairs, wear lint-free, clean cotton or nylon gloves.
3. Equipment. Use playback and duplication equipment that is cleaned, maintained, and operated according to the manufacturers' specifications. Pay particular attention to the cleanliness and alignment of the film guides.

B. Condition inspection

1. Likely damage. Check every reel for shrinkage and condition. **If a film is likely to be damaged at any point during the condition evaluation or duplication process, contact NLM for a decision on whether to proceed or return the film unduplicated.**
2. Inspection. Carefully load each reel onto manual rewinds and inspect over a light box. Identify all problems that need to be addressed before duplication, including but not limited to the following:
 - a. Dirt, smudges, adhesive or chemical residue
 - b. Scratches or other damage
 - c. Poor quality or deteriorating splices
 - d. Perforation damage
 - e. Tears
 - f. Missing or short leaders/trailers

3. Damage to image area or sound track. **If damage is severe enough to interfere with the ability to view or hear the copy without significant distraction, contact NLM before proceeding.** For example, contact NLM if there are a few scratches in the image area that continue throughout an entire reel, severe image loss limited to a smaller portion of a reel, or sound distortions that make it difficult to understand what is being said. When in doubt about the relative severity of damage, contact NLM.

C. Treatments

1. Cleaning. Film should be cleaned to optimize the quality of the copies and remove any particles or residue that might contribute to future deterioration. Most films will need to be cleaned in their entirety, but some will not. Depending on how dirty a film is, it can be spot cleaned by hand, run through PT rollers, run through a cleaning machine, or a combination of these methods may be needed. If in doubt, use a cleaning machine.

Cleaning machines must be maintained and operated according to the manufacturer's specifications to ensure that the cleaning is effective, film is not damaged, and no chemical residue remains on the film. Film must be completely dry before it is rewound. If solvents are used, they must be handled according to all applicable federal and state regulations to ensure the safety of staff.

2. Splices. Replace splices that are failing, oozing adhesive or made of material that is not of preservation quality. Take care not to cover perforations with a tape splice. Keep frame loss to a minimum. Maintain frame line, proper longitudinal alignment, and sound and picture synchronization.

3. Perforations. Repair torn or distorted perforations so that the film fits properly into the sprockets and can be transported smoothly.

4. Leaders and trailers. Replace leaders and trailers that are not of archival quality or are too short. Leaders and trailers must be long enough to be threaded through cleaning and duplication equipment and allow proper positioning of the initial frame. When replacing leaders, write on them the title and "HF" call number.

5. Film cans. In general, NLM puts films in archival quality cans before sending them to the vendor. The vendor will provide new film cans only if specifically requested by NLM.

6. Other treatments. If other treatments could be of benefit, the contractor should contact NLM to make suggestions and get approval before proceeding.

D. Film Pack

After duplication, films will be rewound on cores with even tension. To prevent damage to the edges of the film, the surface of the film pack must be smooth and sections of film must not protrude above the surface of the pack.

II. VIDEO-TO-VIDEO TRANSFER

A. Preventing damage

1. Staff requirements. Only skilled technicians with experience with obsolete video formats may inspect the inside of cassette cases, perform repairs or treatments, or create duplicates.
2. Handling. When a cassette is opened to perform repairs, wear lint-free, clean cotton or nylon gloves. Touch only the edges of the tape.
3. Equipment. Use equipment that is cleaned, maintained, and operated according to the manufacturers' specifications. To reduce the risk of stretching fragile videotape or causing edge damage, be sure that equipment is properly aligned and adjusted for tape tension.

B. Condition inspection

1. External inspection. Check each source tape for problems that may need to be addressed before duplication, including but not limited to:
 - a. Damaged cassette shells
 - b. Damaged leader/trailer
 - c. Tape detached from hub
 - d. Severe tape pack problems
 - e. Dirt or residue where tape enters and exits the cassette case or elsewhere
 - f. Brown/black flakes of oxide, smell, or other evidence of sticky shed syndrome
2. Playback problems.

Check each tape to see if it plays properly. View a portion of the tape to check for problems with image or sound quality. **If damage is severe enough to interfere with the ability to view or hear the copy without significant distraction, contact NLM.** For example, contact NLM if there is complete image loss or unintelligible sound anywhere in the program, or more minor problems such as scratches or dropouts that affect a larger portion of the program. When in doubt about the relative severity of a problem, contact NLM.

C. Treatments

1. Re-attach or replace detached or damaged leaders and trailers as needed.
2. Repair or replace damaged cassette shells.
3. At the beginning of the contract, NLM and the contractor will decide on procedures to be used for tapes with sticky shed syndrome and transport problems.

III. TRANSFER PROCEDURES (Film-to-video and video-to-video)

A. Copies to be produced

In general, NLM orders an analog Betacam SP videotape as a duplication copy and a DVD as a viewing copy. NLM may occasionally order copies in other formats.

Each shipping list gives the specific copies being ordered. For titles consisting of more than one numbered part or physical piece, the shipping list indicates if two or more parts/pieces should be combined onto one copy. For Betacam SP copies, use the shortest tape that will accommodate the length of the source material. Copy each source film or video in its entirety, without deletions or alterations.

B. Blank stock

Use professional grade, metal particle (MP) analog Betacam SP videocassettes of the highest quality available. Use DVDs widely acknowledged by the industry to be of optimal durability and quality. Alert NLM if tapes or discs of suitable preservation quality will no longer be manufactured by known, reputable companies.

C. Color bars and audio tones

Each tape copy shall contain at least a 10 second leader, a 60 second NTSC color bar, and a 1000-cycles/second reference tone on both audio tracks, followed by 30 seconds of black.

D. Identification slates

Each copy shall have an identification slate containing the following:

Sample slate:

Ward Care of Psychotic Patients. Part 1.

1972, 41 min., B&W, sound.

This Betacam SP tape was duplicated from a 16mm answer print for the National Library of Medicine, June 2010.

HF4568

IV. BOXES AND LABELS

The vendor's name and logo shall not appear on any labels or be imprinted on DVDs.

A. Betacam SPs

1. Boxes. At the beginning of the contract the contractor shall provide a sample of the box to be used for Betacam SP tapes. The box must be approved in advance by NLM. The box shall snap shut securely and protect contents from dust and water infiltration and shall be made of polypropylene or other inert plastic that is not harmful to videotape. Boxes shall have a pocket on the outside to accommodate a label for the front and spine.

2. Labels.

For boxes: Use plain alkaline paper for the box label.

For cassette shell: Use a self-adhesive label. The adhesive must be an acrylic polymer or copolymer that adheres securely at temperatures as low as 55 degrees F.

The labels for the front of the box and the cassette shell contain the same information as the identification slate (see III.C.) **plus** the ‘long’ call number preceded by “Viewing copy:”

Labels for the cassette shell and the front of box shall contain the following information. If possible, prominence should be given to the HF call number and title. The HF call number shall be at least 12 point type.

HF1693

Ward Care of Psychotic Patients. Part 1.

1972, 41 min., B&W, sound.

This Betacam SP was duplicated from a ¾" U-Matic tape for the National Library of Medicine, June 2010.

Viewing copy: QA 123.6 MP16 no. 4 1982

Labels for the box spine shall contain the following information. The HF call number shall be at least 12 point type.

Ward Care of
Psychotic
Patients

Part 1

HF1693

B. DVDs

At the beginning of the contract, NLM will decide if DVDs are to be delivered in individual cases or on a spindle. Individual cases shall be made of polypropylene or other inert plastic that is not harmful to DVDs and shall be approved in advance by NLM.

The DVD and the label for the front of the case shall include the following information. Titles too long to fit on the DVD may be truncated at a logical breaking point. The call number shall be at least 12 point type. If possible, prominence shall be given to the title and call number.

Ward Care of Psychotic Patients, Part 1

1972, 41 min.

National Library of Medicine

QA 123.6 MP16 no. 4 1982

Labels for the spine of the DVD case shall include the following information. The call number shall be at least 12 point font.

**Ward Care of Psychotic Patients, Part 1
QA 123.6 MP16 no. 4 1982**

V. VENDOR QUALITY CONTROL

- A. Inspect a copy that was produced directly from the source material.
 1. Check the beginning to make sure the color bars and sound reference tone are present and the identification slate is correct.
 2. Spot check throughout to make sure that the sound and image quality is as good as possible given the condition of the source material and that no undesirable artifacts have been introduced.
 3. Check the end to make sure the complete program has been copied.

B. Inspect the labels on all copies to be sure the information is accurate.

C. The contractor is expected to have an adequate quality assurance program. If NLM finds more than 3 errors in a shipment, NLM will stop its review and return the shipment to the contractor. The contractor shall re-inspect the entire shipment and correct all errors at no additional cost to NLM.

VI. NLM QUALITY CONTROL

If there is a problem with the image or sound quality, NLM compares the copies with the source material. If NLM believes the problem is due to the duplication process, NLM will discuss it with the contractor.

The contractor's work shall be approved or rejected by the Project Officer. Errors determined to be the fault of the contractor will be returned within 30 days of receipt. The contractor shall take the steps necessary to fix the problem at no additional cost to NLM.

VII. SHIPMENTS

NLM supplies a list of material to be copied (including titles and call numbers) and the copies to be made (including the format and number of copies to be made and the call number for the copies). Some NLM shipments are designated as "Rush." They generally contain fewer than 5 items. The contractor shall deliver Rush shipments within 3 business days unless other arrangements have been made with NLM.

NLM contacts the contractor when shipments are ready for pickup. To schedule deliveries, the contractor shall contact the delivery technician and send email confirmations to the Project and Alternate Project Officers. In general, when the contractor delivers a shipment, NLM will have a shipment ready for pickup. Shipment pickups and deliveries shall be made on weekdays between 8:30 am and 4:30 pm to Building 38, Loading Dock Room, Room B1N-09. Ring bell to be let into the room. Contractors will need to go through security checks prior to entering the NIH campus that may include verification of identification and vehicle searches.

The contractor shall check the material received against the shipping list and notify NLM of any discrepancies within 1 workday of pick up.

VIII. SAFE HANDLING AT CONTRACTOR'S FACILITY

NLM's source materials are valuable and often irreplaceable. NLM expects the contractor to handle materials with the utmost care at all times. NLM reserves the right to inspect at any time areas where NLM materials are handled and stored to ensure that the following requirements are being met.

1. Do not permit the temperature in areas where NLM materials are stored or duplicated to exceed 72 degrees Fahrenheit or 55% relative humidity at any time.

2. Provide adequate security against theft, vandalism, fire, flood, rodent and insect infestation, and other environmental hazards. Provide clean work areas.
3. Do not permit food, drink, or smoking at any time near NLM materials.
4. Handle NLM materials with clean hands. Do not permit any creams or moisturizers to come into contact with NLM film or tape materials. When handling film, wear lint-free, clean gloves and touch only the edges of the film.
5. Take care not to drop materials. Do not leave NLM materials sitting on electronic equipment. Do not expose materials to sunlight, heat, metal detectors, or sources of radiation.
6. Daily or more frequently as needed, clean rollers, heads, and other parts of equipment that come into direct contact with material. Adjust rollers, guides, and transport mechanisms regularly. Clean, adjust, and calibrate all equipment according to the manufacturer's specifications.
7. Do not transport films with excessive shrinkage through sprocketed equipment.
8. Keep NLM materials together, organized and clearly identified as belonging to NLM at all times. Store the materials in a location where they can be readily retrieved in the event the Library needs access to an item while at the contractor's facility.
9. Store materials at least 4" above the floor to avoid water damage.
10. In the event of a water emergency or other disaster that affects NLM materials, immediately call the persons listed in XII. NLM Contacts.

IX. SAFE HANDLING DURING TRANSIT

1. The contractor shall provide door-to-door courier service between their facility and NLM.
2. The courier service shall transport materials to and from NLM in a heated and air-conditioned vehicle. Ensure that the temperature near NLM materials is maintained between 65 - 75 degrees Fahrenheit at all times.
3. Do not leave NLM materials unattended in the vehicle at any time.
4. At the contractor's facility, immediately place NLM materials in a heated/air-conditioned office area.

5. Return source materials in strong boxes with sufficient packing material to keep materials from shifting. Place films horizontally, taking special care that they cannot shift in the box.

X. CONTRACTOR LIABILITY

The contractor shall provide certification of insurance for a minimum of \$100,000 to cover potential loss or damage to NLM source materials or newly produced copies.

The contractor is liable for damage or loss to NLM source material and newly produced copies due to the contractor's failure to follow procedures as required in the Statement of Work or to gross carelessness or negligence that occurs while items are in the contractor's facility or while in transit between NLM and the contractor's facility in a vehicle operated by the contractor or a courier service.

The contractor is required to contact NLM in advance if an item is likely to be damaged during inspection, treatment or duplication. If NLM gives permission to proceed, all risk of loss or damage to the original shall be borne by NLM.

The contractor's obligation to NLM shall be, at NLM's option and in this order of preference: 1) to clean, repair, or reduplicate the damaged item as specified by NLM (not to exceed a maximum of \$500 per videotape and \$1,500 per reel of motion picture film); 2) to reimburse the cost to obtain and process a replacement (not to exceed a maximum of \$500 per videotape and \$1,500 per reel of film); or 3) to reimburse NLM \$500 per videotape and \$1,500 per reel of film.

XI. INVOICES

The contractor shall send an electronic invoice for each shipment after it is delivered to NLM. Invoices shall be emailed to the Project Officer with a copy to the Alternate Project Officer. The invoice shall include the following:

- Vendor's name and address (as it appears on the P.O.)
- Contact person and telephone number
- Name of service as it appears on the Purchase Order
- Tax Identification number (TIN)
- DUNS number or DUNS+4, as registered in CCR
- Purchase order number, prominently displayed (e.g. HHSN276201000123P)
- Award Line Item number (e.g. Line Item No. 3)
- Requisition number (e.g. 2562656)
- Current Period of Performance (e.g. 8/1/2013 – 7/31/2014)
- Payment terms, e.g. prompt payment discount
- Invoice number (unique to NIH)
- Invoice Date
- NLM's shipment number
- Itemized list of charges
- Total amount of invoice (on first page if invoice is two pages long)

The Project Officer will notify the contractor when an invoice has been approved for payment and a record of the approval has been entered into the payment system. Once approved, the contractor shall mail a copy of the invoice to:

NIH Commercial Accounts
Commercial Accounts Branch
2115 East Jefferson St. MSC 8500
Room 4B-432
Bethesda, Maryland 20892-8500

The contractor may check the NIH online payment database at <https://silk.nih.gov.adb/billpay> to find out the status of an invoice. The contractor must enter a Tax ID number (the contractor's EIN/TIN number without the first digit and without the last two digits) and an Order/Contract number (the purchase order number, e.g. HHSN276201000123P). It is the responsibility of the contractor to report non-receipt of payment to the Office of Financial Management. The phone number for payment inquiries is 301-496-6088. The contractor shall keep the Project Officer informed about all invoicing problems.

XII. NLM CONTACTS

1. Contact the project officer or alternate for the following:

- Discrepancies between the shipping list and the contents of a shipment.
- Likelihood of damage to an original.
- Problems with the original that may affect the quality of the copies
- Cleaning, treatment and duplication procedures
- Number and format of copies to be produced
- Approval of invoices

Karen Sinkule, Project Officer
Preservation and Collection Management Section
Bldg. 38, Room B2W-14
National Library of Medicine
8600 Rockville Pike
Bethesda, MD 20894
Phone 301-435-7117
Fax 301-496-2864
sinkulek@mail.nlm.nih.gov

Walter Cybulski, Alternate Project Officer
Same address as above
Phone 301-496-2690
Fax: 301-480-1954
cybulskw@mail.nlm.nih.gov

2. To schedule deliveries, contact:

Vu Mai, Library Technician
Phone 301-435-7118

maiv@mail.nlm.nih.gov

3. **In the event of a water emergency** or other disaster that affects NLM materials, immediately call the following in the order listed. Continue calling until you speak to one person.

Karen Sinkule	office 301-435-7117	home 301-986-4740	
Walter Cybulski	office 301-496-2690	home 301-570-3363	Blackberry 301-252-7146
Mary Kate Dugan	office 301-435-7113	home 301-581-0109	Cell 240-472-3291
Vu Mai	office 301-435-7118	home 301-977-8087	Cell 240-338-1080

XIII. STANDARDS OF PERFORMANCE

The contractor shall ensure that work meets all of the requirements in this Statement of Work. A selected list of key requirements is given below.

1. NLM materials are not damaged or lost while at the contractor's facility or in transit, and conditions in the contractor's facility and in delivery vehicles meet NLM requirements.
2. NLM materials are inspected for condition before work begins. If an item is likely to be damaged, the contractor contacts NLM for a decision on how to proceed.
3. Copies have the best possible image and sound quality, given the condition of the source material and any special instructions from NLM.
4. Information on labels is correct.
5. Shipments are packed as specified and are picked up and delivered as scheduled.
6. Accurate invoices are submitted promptly to the Project Officer.

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